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1. Why aren't my screens showing up?

- You are locked out for failure to pay. To pay, go to Utilities, select Outstanding Internet Payments or Credit Card Payments due and then pay your amount due. After paying, you will have to "clear cache" - go to Tools - select Internet Options - Select Delete files (these are temporary internet files) - select OK. [Back to top.](#)

2. How do I pay?

- You may use a debit or credit card. [Back to top.](#)

3. How Secure is CM/ECF?

- CM/ECF has passed an evaluation by the National Security Agency. Access is only allowed via a court issued login and password. [Back to top.](#)

4. How do I sign documents?

- Using your court assigned login and password to file a document is considered your signature. The accepted format for filing an electronic signature : /s/ John D. Debtor. [Back to top.](#)

5. Can I register my credit card with the Bankruptcy Court?

- No, you will need to input your credit or debit card information every time. [Back to top.](#)

6. What are the size limits for documents?

- 2.0 MB is the size limit for each file uploaded or approximately 30-40 pages. [Back to top.](#)

7. What if my document is too big?

- If you use a scanner, you need to change the dpi size on your scanner to a smaller size. If you are not using a scanner and your document is still too big, then you need to break your document into separate files. [Back to top.](#)

8. How do I receive a login/password.?

- Training is required for attorneys. Training is scheduled in Indianapolis, Terre Haute, Evansville and New Albany. The dates and times are located on our website under 2005 Training Information.

<http://www.insb.uscourts.gov/WebForms/CMecf/training.pdf>

Upon completion of training, a login/password is issued to each attorney. [Back to top.](#)

9. I only want to file Proofs of Claims, how do I do it?

- The Southern District of Indiana allows for Limited Participants to file Proofs of Claims, Transfer of Claims, Withdrawal of Claims, Appearances and Reaffirmation Agreements. In order to file these documents, you need to fill out a Limited Participant Registration form located on our website under Attorney Registration forms.

<http://www.insb.uscourts.gov/ecfregistration.htm>

The form needs filled out and returned to us. In turn, you will receive a login/password via email.

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10. I am a Petition Preparer, may I receive a login/password to file petitions and related documents?

- The Southern District of Indiana does not issue logins/passwords to non-attorneys for filing anything except Proofs of Claims, Appearance and Reaffirmation Agreements.

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11. What are the system requirements?

- Windows 95/98 or higher (2000 or higher is recommended)
 - Word Processor of choice
 - Internet connection of at least 56k for dial up
- We recommend all time connection
(ie: DSL, cable modem or T1)
- Adobe Acrobat 5.0 or higher
 - Scanner

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12. When will it be mandatory for electronic filing?

- June 1, 2005

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13. Why am I not receiving my emails?

- You need to allow the court email addresses to come through your spam blocker. To do so, you need to add the following two email addresses as acceptable to come through your spam blocker:

Courtmail@insbei.insb.uscourts.gov

INSB_BKECF@insb.uscourts.gov

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14. Is there a fee to file electronically?

- No. There are no additional fees to file electronically. The only fees you incur are for PACER and normally scheduled fees at the time of filing.

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15. What is the procedure for uploading orders?

- Orders are now uploaded from the ECF system. The format for the orders is located on our website under local rules and General Orders (General Order 04- 004)

<http://www.insb.uscourts.gov/WebForms/genorder/040004.pdf>

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16. Why can't I pay my account?

- You may have a pop-up blocker enabled. You will need to disable your pop-up blocker then you will be able to continue pay.

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17. Why can't I get my free look?

- In your email, click on the hyperlink for the document. At the CMECF/PACER login prompt, use the CM/ECF login/password information. This will take you to the docket for the free look.

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18. I use an upload program, what are the "office codes" needed to set up my files for bankruptcy upload?

- Our jurisdictional boundaries by county are listed on our website
<http://www.insb.uscourts.gov/map.htm>
- Once the divisional office has been determined by county - the office codes are:
 - Office Code 1 = Indianapolis
 - Office Code 2 = Terre Haute
 - Office Code 3 = New Albany
 - Office Code 4 = Evansville
- In order for your bankruptcy upload to work correctly, you MUST have these office codes listed in your file build.

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